



WHAT WE DO

A Guide to our Programs and Services

RESIDENTIAL TREATMENT

COMMUNITY COUNSELLING PROGRAMS

YOUTH JUSTICE COMMUNITY PROGRAMS

YOUTH JUSTICE RESIDENTIAL PROGRAMS

SERVICES FOR HOMELESS AND TRANSITIONAL AGE YOUTH

WHAT IS TURNING POINT YOUTH SERVICES?

Turning Point Youth Services is an accredited, non-profit, multi-service agency serving youth (12 to 24 years of age) and their families. We offer a wide range of services to youth and their families with “one door access.” This means access to our programs is integrated allowing youth and families to access any service at any time during the course of their involvement with the agency as appropriate.

We provide a range of services including:

- Community Counselling
- Homeless and Transitional Age Youth Services
- Residential Treatment
- Youth Justice Community Programs
- Youth Justice Residential Programs



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PHILOSOPHY STATEMENT

Turning Point Youth Services is committed to providing an evidence informed, client-centered, strength-based, relationship-based approach that is sensitive to issues of racial, cultural, religious and sexual diversity. Services are always provided within the framework of best practice. Services focus on the assessment of the client's goals, strengths and needs, and corresponding interventions to support the achievement of goals, meeting of needs and the enhancement of strengths.

“

They would always involve me. If I called, I didn't have to wait days to hear back from someone.

”

“

Very first contact from intake to the residential house was professional and supportive, which made me feel comfortable and helped me as a parent.

”

VISION

Healthy Minds,
Healthy Futures

MISSION

Leaders in mental health,
empowering youth to make
positive change

VALUES

We Believe In:

- 1** comprehensive programs and services that focus on each individual's strengths and unique needs;
- 2** opportunities for the development of positive relationships and partnership with families;
- 3** advocacy and collaboration with community partners to enhance services for youth;
- 4** a commitment to excellence and innovation through a valued, trained and dedicated staff team; and
- 5** ensuring our workplaces embrace diversity, promote trust, respect and equality.

PRINCIPLES OF SERVICE

- Accessible
- Respectful/
Non-Discriminatory
- Embrace Diversity
- Equitable
- Safe
- Strengths-Based
- Relationship-Based
- Partnership with
youth and families
- Collaborative
- Transparent
- Flexible
- Efficient/Effective
- Risk Reduction
- Accountable

PRIVACY POLICY

Consent to Service

Youth and their families are requested to sign consents for the provision of voluntary services. The consent for service form is reviewed with you and any questions which you may have are answered before you sign.

Your Privacy is Important to Us

Turning Point Youth Services is committed to protecting your privacy and takes the utmost care in the collection, use, security and disclosure of personal health information related to our clients and their families. We are committed to meeting the privacy standards established by relevant legislation, including Ontario's health privacy law, the Personal Health Information Protection Act (PHIPA), the Youth Criminal Justice Act and Child and Family Services Act.

Your Health Record

Your health record includes information about your health including: your date of birth, contact information, health number, health history, family health history, details of your physical and mental health, record of your visits, notes from care, assessments, counselling and treatment, any other care and support you received during your visits, information from other health care providers (such as outside psychiatrists), and the name of your substitute decision-maker if you are not able to make your own decisions.

The information in your health record belongs to you, but the health record itself is the property of Turning Point Youth Services.

Copy of Your Health Record or Looking at Your Health Record

With a few exceptions, you have the right to access the health information we hold about you, whether in the health record or elsewhere. If you ask for a copy of your record, we will make you a copy (charges may apply). If you wish to view the original record, one of our staff members will sit with you so you can see what is in it. If you need a copy of your health record, please contact our Intake Coordinator or ask your worker who will explain the process.

In rare situations, you may be denied access to some or all of your record (if for example providing you with access could cause harm to you or to someone else) and any such denial must be done only as the law allows.

Accuracy

We try to keep your record accurate and up-to-date. Please let us know if there is something wrong. You have a right to ask for a correction to your record if you disagree with what is in it, and in most cases we will make the change, or otherwise we will ask you to write a statement of disagreement and we will attach that statement to the record.

Confidentiality and Security

Everyone at TPYS is bound by confidentiality. We have to protect your information from loss or theft and make sure no one looks at it or does something with your information if they are not involved with your care or allowed access as part of their job. If there is a privacy breach about your information, we have to tell you.



“ *I like being able to talk to my worker about my problems. She is very well trusted and extremely helpful.* **”**

OUR PRACTICES

We collect, use and disclose (meaning share) your health information to:

- treat and care for you (including for example assessments, counselling and treatment);
- provide appointment reminders to you;
- update you of upcoming events, activities and programs;
- deliver and evaluate our programs;
- plan, administer and manage our internal operations;
- be paid or process, monitor, verify or reimburse claims for payment;
- conduct risk management, error management, and quality improvement activities;
- educate our staff and students;
- do fundraising;
- respond to or initiate proceedings;
- conduct research (subject to certain rules);
- compile statistics;
- allow for the analysis, administration and management of the health, children's mental health and youth justice systems;
- comply with legal and regulatory requirements (licensing of our residential programs);
- assist with Accreditation (a process where outside reviewers look at our work to see if we are meeting standards); and
- fulfill other purposes permitted or required by law.

Our collection, use and disclosure (sharing) of your personal health information must follow the law.



“ ...I go to school more. I study and do homework more at school and at home. ”

Your Choices and Who Decides

You have a right to make choices and control how your health information at Turning Point Youth Services is collected, used, and shared, subject to some limits.

There is no magic age when you become able to make your own decisions about your health information. You may make your own decisions if you are “capable”. Your worker or a physician or other care provider will decide if you are capable based on a test the law sets out. You may be capable of making some decisions and not others. If you are not capable – you will have a substitute decision-maker (often your parent(s) or guardian) who will make your information decisions for you. Who can act as a substitute decision-maker and what they have to do is also set out in law.

If you are under the age of 16, there are some additional rules to know. If you are capable to make your own information decisions, your parent(s) or guardian will also be allowed to make some decisions about your health record. But they won’t be able to make decisions about any records about counselling or treatment where we asked for your permission alone. We encourage you to share information with your family to have supports you need. And we also encourage you to ask your worker questions to find out more about privacy and your family.

We assume that when you receive health care from us, you have given us your permission (your consent) to use your information, unless you tell us otherwise. We may also collect, use and share your health information in order to talk with other health care providers about your care unless you tell us you do not want us to do so.

Limiting Access to Information

You have the right to ask that we not share some or all of your health record with one or more of the Turning Point Youth Services team or ask us not to share your health record with one or more of your external health care providers (such as a specialist). This is known as asking for a “lockbox”. If you would like to know more, ask us for a copy of our “Client Lockbox Information Brochure: How to Restrict Access to your Health Record”.

There are other cases where we are not allowed to assume we have your permission to share information. We may need permission to communicate with any family members or friends with whom you would like us to share information about your health (unless someone is your substitute decision-maker). For example, we will also need your permission to give your health information to your school or your boss where you work. Sometimes we may have to share information with the court or probation officers and sometimes you will get to choose how much information is shared. We will explain this to you.

When we require and ask for your permission, you may choose to say no. If you say yes, you may change your mind at any time. Once you say no, we will no longer share your information unless you say so. Your choice to say no may be subject to some limits.

When We Might Need to Disclose

There are cases where we may collect, use or share your health information without your permission, as permitted or required by law. For example, we do not require your permission to use your information for billing, risk management or error management, quality improvement purposes; or to share personal health information in a number of permitted or required circumstances, including to keep you or someone else safe (it's called to eliminate or reduce a significant risk of serious bodily harm); or to meet reporting obligations under other laws such as for child protection.

Youth Justice Clients

For youth who are accused or found guilty of a crime, there are special rules that limit the sharing or publication of identifying information about the youth or their involvement in the criminal justice system. That means we cannot release such information to the public even with consent. We can only share this information if we are court ordered to do so. There are certain reports (called section 34 reports) that you may not be allowed to see if the court says so.



For More Information or To Make a Complaint

If you would like a copy of our Privacy Policy, please ask us for a copy. We encourage you to ask any questions or tell us about any concerns you might have about our privacy practices. You can reach our Privacy Officer at:

Executive Director

Turning Point Youth Services
95 Wellesley Street East
Toronto, Ontario M4Y 2X9

416-925-9250

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at:

Information and Privacy Commissioner of Ontario

2 Bloor Street East,
Suite 1400
Toronto, ON M4W 1A8

1-800-387-0073

or visit the IPC website via www.ipc.on.ca

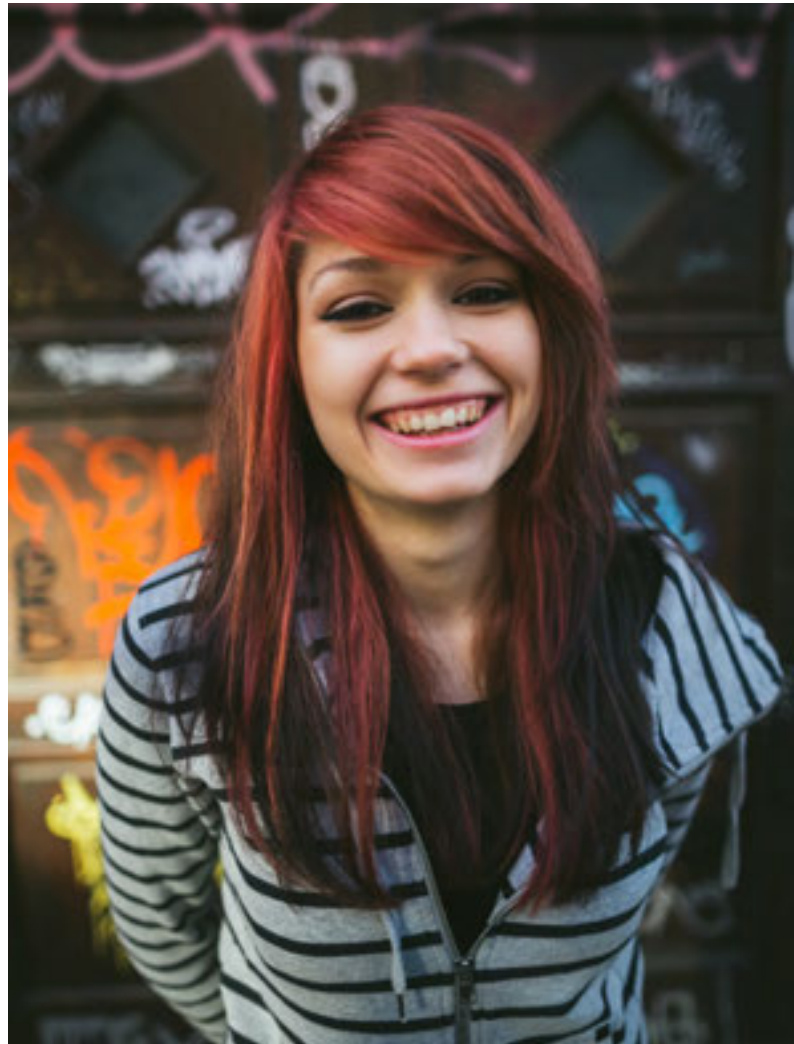


RIGHTS AND RESPONSIBILITIES

Anti-Discrimination and Harassment

Turning Point Youth Services does not discriminate against anyone based on race, colour, place of origin, ethnicity, citizenship, ancestry, native language, creed, gender, sex, sexual orientation, gender identity, gender expression, marital status, family status, age, disability or economic condition, including receipt of public assistance. Our agency is committed to creating and maintaining an environment that is safe and free from harassment and discrimination. We reserve the right to terminate services to those who harass and/or discriminate against others.

Harassment includes having the intent or effect of offending, humiliating, degrading, excluding or intimidating another person. It can include name-calling, jokes and slurs, insults, rude behaviour, threats and unwanted physical contact. Harassment can be verbal, written, non-verbal or physical. It can be intentional, unintentional or thoughtless.



“ Talking to my worker was the best thing. She was nice, funny and like a friend. She was different from other social workers or teachers. I talked a lot with her and I really enjoyed it. ”

RIGHTS AND RESPONSIBILITIES

While receiving services at Turning Point Youth Services you have the following rights and responsibilities:

You have the right to:

- information about our services, how you can access them and how we believe they will help you;
- tell us what you think we need to know about you so that we can give you the best services possible;
- a safe environment that allows you to decide upon and plan your goals with your worker;
- make choices and decisions about preferred directions for our work with you;
- be treated without bias or judgement regardless of how you define yourself;
- let us know when a service is not a good fit or helpful for you or your family;
- have your worker/team be respectful and familiar with issues of diversity;
- say no to any request for a release of information;
- review your file and ask for copies of your file and for any information written about you;
- be part of an environment, which is safe and free from harassment and discrimination for clients and staff;
- be provided with a safe, fair and clear process of complaint when your rights have been violated;
- complain if you feel you are being harassed or discriminated against by anyone;
- expect immediate action from our agency staff to stop harassment and/or discrimination; and
- participate in planning for the closure of services and/or end of your participation in the services at any time and for any reason.

Your responsibilities are:

- to participate in service;
- to call in advance if you cannot attend service appointments;
- to inform staff if you decide to end service;
- to treat all other youth and parent(s) and staff with courtesy and respect;
- to respect the rights and safety of yourself, our staff and other clients using our services;
- to give us feedback you believe would help TPYS to better meet your needs or those of other youth or families so that we can improve our services; and
- to not tolerate harassment or discrimination of anyone.

“ I feel more hopeful than before. ”



Risks and Benefits

Participating in programs such as those found at Turning Point Youth Services often involves talking about and expressing strong and possibly painful emotions, dealing with difficult situations, or recalling difficult, frightening or challenging parts of your past. This can affect how you feel in the present and can be confusing at first, and even a source of distraction in your life. In fact, it sometimes happens that things feel somewhat worse before they start to feel better. Even so, coming to Turning Point is also often a source of some powerful and positive changes. It may help you to feel better about your life, yourself and the important people in your life, and it may make it possible to see things in new or different ways. You may find that you relate better to others, and learn new ways to handle the stress in your life and solve the problems you encounter in the future.

Client Complaint Procedure

If you are not pleased with the service you are receiving or think that something needs to change, we encourage you to tell us so that we can do something about it together.

Please feel free to discuss any issues, disagreements or concerns about service directly with your worker or another member of our staff. They may involve a program supervisor in attempting to respond to your concerns. Most of the time, concerns can be resolved directly with the staff or program supervisor. If you are under 16 years of age, your parent(s) or guardian will be encouraged to participate in these discussions.

If you are over 16 years of age, it is your decision regarding the involvement of your parent(s) or guardian in these discussions although we will encourage you to involve them. If you still have concerns about service, the staff or supervisor will help you to understand the formal complaint process which provides access to the Executive Director, the Board of Directors and the Ministry of Children and Youth Services/ Ontario Provincial Advocate for Children and Youth.

The Ontario Provincial Advocate for Children and Youth may be reached at:

Office of the Provincial Advocate for Children and Youth

401 Bay Street, Suite 2200,
Toronto, Ontario M7A 0A6

Tel: 416-325-5669

Email: advocacy@provincialadvocate.on.ca

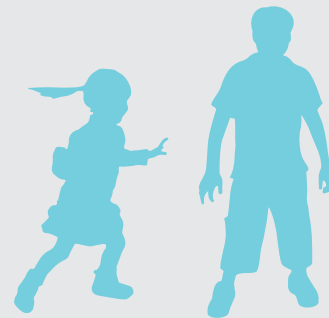
RESIDENTIAL TREATMENT

1 Residential Treatment – is it for me and my family/my supports?

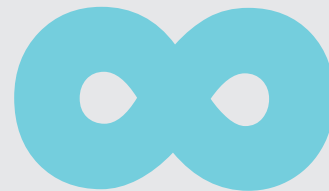
We have a wide range of services, one of which is residential treatment. Our residences provide therapeutic treatment that supports young people with a trained, committed, professional and caring team of staff.

We offer services to youth of all gender identities from the ages of 12 to 18. Turning Point Youth Services' residential treatment programs are designed to address a wide range of concerns including developmental needs and underlying challenges and problems. We offer short-term/transitional programs (several weeks or months) that are designed to stabilize, assess and recommend next steps, and longer-term programs in which the end-date is determined only by completion of the program, or in some cases by age. We have the capacity to support youth who are struggling with a wide range of psychological, biological and/or social challenges.

WE OFFER SERVICES TO:



Ages 12-18



All gender identities

2 Why might I consider a residential program?

Our programs can provide a number of things including:

- more supervision and structure than is available at home;
- more frequent and more focused relational and strengths-based treatment than is available in the community;
- a much needed break for families that are in conflict, or unable to cope with issues at home; and
- an alternative living experience, where youth can develop skills and focus on their strengths and resiliency.

You might consider residential care if you are struggling to keep your child safe while living at home, or if the issues are seriously affecting your health and safety, or that of other family members.

Our primary focus is to provide a therapeutic care environment that is highly structured, consistent and supportive where young people and their families are encouraged and challenged to succeed in their treatment goals. We believe that adolescents have special developmental tasks that must be met for treatment to be meaningful and sustainable. We embrace an approach to treatment that recognizes individual needs and differences. An integrated range of treatment services are provided, focusing on the young person's functioning as an individual, as well as in the

context of their family, community, residence and school. Our aim is to help young people and their families grow, heal, develop skills and function more effectively. Individual and family therapy are integral parts of the treatment process along with in home family services as needed.

3 How do I access Residential Treatment?

Turning Point Youth Services will assist you in this process. An application to a system referred to as CARS (Centralized Access to Residential Services) is the access point to our programs. Once this is completed a meeting will be arranged with the youth and their support person or referral source. This screening is to ensure that there is a good fit, and to get a better understanding of the young person's strengths and needs, and those of their support person or referral source. Our residential programs (for youth 12 to 18) are voluntary and youth must consent to enter the program.

4

What can I expect?

- a team approach to treatment including the young person, their family or supports, youth workers, a clinician and supervisors
- a welcoming therapeutic home like environment that works to create a safe, predictable and manageable atmosphere
- an individualized care plan that will be developed with you that values your unique needs and potential
- that you will be supported to participate in a structured day program, which could be school or work
- the opportunity for you to attend a school program at one of our sites that is designed for youth that have experienced difficulties/issues in school
- a treatment team that meets weekly to review your progress and with your input adjust your care plan as needed
- that we will strongly encourage the involvement of your family or support persons in your treatment
- that you will have staff available to support you 24 hours a day
- that individual, family and/or group counselling will be offered to you
- that when you leave our program we will offer you after care, as it is an important part of the program and seen as critical in ensuring a successful transition



A Team Approach



Individualized Care Plan



24-Hour Staff Support

RESIDENTIAL PROGRAMS

Residential Treatment Programs

We have three residential treatment programs.

The Woodycrest Program is a structured, residential treatment program for males ages 12 to 18. The program is an eight bed residence which has four bedrooms, with two clients per bedroom.

The Withrow Program is a structured, residential treatment program for females ages 12 to 18. The program is an eight bed residence comprised of a combination of single and double rooms.

The Clifton Program is a structured, non gender specific, residential treatment program for youth ages 12 to 18. The program is a six-bed residence providing each youth with their own bedroom. The Clifton program also offers additional beds on a fee for service/per diem basis for youth living with mental illness and/or developmental disabilities who may require longer term assistance.

Additionally, all clients have the option to participate in a specialized school program that is located within the Clifton Program and operated in collaboration with the Toronto District School Board. The program provides individualized educational assessment and programming for the clients throughout the school year.

Youth Justice Residential Programs

Turning Point Youth Services has two residential programs for young people involved in the youth justice system. The Logan and Everett programs are structured residential programs for young males who are referred through the courts and Probation Services. Youth within these programs are either awaiting a court appearance or serving their open custody sentence. The programs specialize in services for youth living with mental health and/or addiction issues. The primary objective of these programs is to prevent or reduce future involvement in criminal activity.

The programs provide a supportive environment that is designed to meet the needs of youth and are structured with daily routines that incorporate the development of life and social skills, and recreational and leisure activities on an individual and group basis.

Additionally, all clients either work, attend mainstream schools, or participate in a specialized school program operated in collaboration with the Toronto District School Board which allows them to continue their education and achieve credits towards their high school diploma. The programs promote partnership in our work with youth, their caregivers and other service providers.

We include youth and their caregivers in all treatment planning, and support and encourage their ability to make decisions and choices for themselves.



“ *Before working with her, I didn't think I was a nice person. But after working with her, I could feel I am.* **”**

Services for Homeless and Transitional Age Youth

Shelter

The Turning Point Youth Services shelter provides homeless and street involved male and transgender youth (who identify as male) ages 16-24 with food, accommodation and informal counselling in a safe, structured and inclusive environment. The emergency shelter is located at 95 Wellesley Street East, within the downtown core and is easily accessible by TTC.

Programming within the shelter focuses on addressing the basic needs of youth, developing independent living skills and, reconnecting youth to community resources, recreation and leisure activities. The shelter staff work collaboratively with other community resources involved with the youth to coordinate case management plans and ensure that the client's needs are being met. Family members and others who are important and connected to the youth are encouraged to participate in services in order to support the youth and their plan.

Concurrent Program (CONNECTS)

The CONNECTS Program supports youth in shelter programs whose problems with finding and maintaining housing are complicated by both substance use and mental health problems. Staff provide group and individual counselling, as well as support in securing housing and other services. Referrals to this program usually come from shelter staff and other housing programs in the community.

Project Going Home

Project Going Home supports individuals (16 and older) and families who are homeless or at risk of homelessness within the City of Toronto, to reconnect with or establish support systems within their home community. Referrals to the program come from individuals and families, or from other services within the community such as shelters and hostels. The program is located at our 95 Wellesley Street East site.

Project Going Home works in collaboration with relevant community services and agencies to ensure that all provisions are in place for a smooth transition for the client back to their home community. The program provides services such as accommodation, connections, referrals, travel support and transportation.



Youth in Transition Worker (YITW)

The goal of the Youth in Transition Worker (YITW) program is to support youth in their successful transition out of the child welfare system into adulthood. Youth between the ages of 16 and 24 who have or have had involvement with the child welfare system and who meet the program's criteria are eligible for the service.

The YITW specializes in working with youth with identified addictions and mental health concerns. They also specialize in working with youth transitioning from children's mental health residential treatment programs, open custody/open detention facilities and youth who need support to access housing.

The YITW's focus is to help youth develop and pursue their goals, and support them to identify, access, and navigate adult service systems relevant to their specific needs. The YITW will also help youth to connect to existing supports and resources within their communities including housing supports, education resources, employment services and training, life skills training (i.e. financial management, household management), health and mental health services, and legal services. The YITW will meet with youth in the community in a location most accessible to the youth. The worker is also accessible via cell phone, through texting and email.

Redwood Transitional Housing Program

The Redwood Program is an eight bed transitional housing program for males ages 16 to 24 who are in need of housing support prior to being able to live independently. Its primary focus is to help clients gain the necessary skills to successfully live independently and ultimately help them achieve their best. Youth are expected to pay a contribution towards their living expenses, which vary based on the level of support provided. The main floor of the residence has three rooms which accommodate up to five clients, and meals and household items are provided. The second floor of the residence has three single rooms and clients are responsible for their own meals and household items. It is located in the Greenwood and Danforth area with access to a number of community supports in the surrounding area including a library, schools, medical clinics and recreational centers. The program receives referrals directly from other Turning Point Youth Services programs, local shelters, local child welfare agencies and the community.



COMMUNITY COUNSELLING PROGRAMS

Counselling Program

The community counselling program provides a range of counselling, service coordination and clinical support services to youth and families living in the community as well as youth in other Turning Point programs. These services are for the most part short-term (usually from 3 to 9 months), and are aimed at youth ages 12 to 18 who are struggling with a broad range of mental health concerns, as well as family conflict, substance use, and conflict with the law.

Keeping Families Together (KFT)

This is an intensive family support program for youth ages 12 to 16 who have mental health concerns and are experiencing conflict within their families. This short-term (3 month) program is designed to help keep youth from having to go into the care of the child welfare agencies, or to help speed and ease their return home. Counsellors work closely with the youth and family to help them resolve their conflict and develop the skills they need to work through their struggles in the future. Referrals for this program come through the child welfare agencies.



CAST Healthy Teens

The Healthy Teens program targets child welfare involved (CAST) youth who are 12-16 years of age and living with their parents or kinship placements. The overarching goals of the program are aimed at improving the mental health of the youth, connecting youth with an appropriate school program, establishing positive peer groups, strengthening the youth's relationship with their parents, preventing admission of youth into CAST care, and as required, referring youth to longer term treatment programs. The duration of counselling is three months, with the possibility of an extension if the family needs further support. Referrals to this service are directed from CAST.



Walk-In

The What's Up Walk-In Service is a partnership and collaboration with Oolagen, Hincks-Dellcrest Centre (HDC) and Central Toronto Youth Services (CTYS). The program operates five days per week at the Oolagen office on Wellesley Street and offers some evening hours. TPYS counsellors are assigned to set hours at the Walk-In where they spend time meeting clients who come through the walk-in services. The program is for youth 12-18 years of age and their families. The goal of the walk-in service is to provide short term counselling that assists youth to reduce identified symptoms, build on strengths, and focus on the development of skills to help youth cope with their mental health and /or substance use needs. The youth and/or family can attend the walk-in sessions on self-referral, as well as community and parent referrals. Youth and/or families on our community counselling waitlist are encouraged to access this resource.

School-Based Counselling Services

Working in partnership with local school board staff, counsellors provide short-term counselling and referral services to youth who are struggling with a broad range of issues including depression, anxiety, problems with school, family conflict, and peer relationships. This service is delivered in the school.

“ The counselling support made our relationship 20 times better than it was before. ”

Consultants

Sometimes in the course of our work with youth and families we invite one of our consultants – most often a psychiatrist or psychologist – to provide consultation or an assessment to help us support them.

How We Help

In each of our services, counsellors work in partnership with the youth and/or their system of support to identify and build on their strengths. Counsellors assist youth in developing and maintaining a focus on their goals and use evidence-informed approaches to support them in making the changes they wish to make. Services are tailored to suit the unique needs of each youth to ensure that each young person gets what they need as quickly as possible.

Youth Justice Community Programs

Attendance Centre

The Turning Point Attendance Program (TAP) assists youth (generally ages 12 to 18) who have been involved in the youth criminal justice system, and have been referred by the court and/or probation services. The program is located at our 95 Wellesley Street East site or in the community, and offers a range of services designed to help youth enhance self-awareness, develop skills and strategies, increase supports and decrease the risk of re-offending in a safe and supportive environment. Services are tailored to the unique needs of each client and may include individual, group and family counselling, SNAP (Stop Now and Plan), programming for girls, victim empathy, substance awareness and employment and/or education support.



“ I think what I learned was I am stronger than I think... her positive feedback made me feel this way. ”

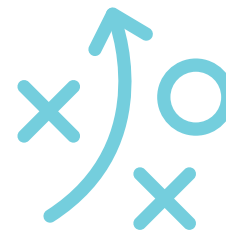
Youth Mental Health Court Worker Program (YMHCW)

The YMHCW is a court-based program located at the Ontario Court of Justice at 311 Jarvis Street in Toronto. The Program assists the courts in identifying and supporting youth who are involved in the youth criminal justice system that may have mental health and addiction concerns. Youth are assisted to connect with services in the community, and to develop plans that jointly meet their clinical needs and decrease their risk of involvement in the youth justice system. Referrals for this program can be made by anyone, including youth, their parent(s) and legal counsel.

The YMHCW plays a central role in The Community Youth Court (CYC), a specialized youth court focused on mental health and addiction issues at 311 Jarvis Street. The CYC is not a trial court, but rather a problem-solving court in which youth work with the court team to develop creative and supportive plans.

Toronto Mental Health Collaborative

The Toronto Mental Health Collaborative is a partnership between Central Toronto Youth Services (CTYS) and TPYS. The service provides timely access to mental health assessments and specialized consultation with psychiatry and psychology to youth involved in the youth criminal justice system. Brief mental health counselling and referrals to ongoing services are available. A family outreach worker can support the families of youth requiring the service. Sexual offending risk assessments are available for youth presenting at a low risk in the court system. CTYS provides a central intake access point for the service. Referrals are initiated only by probation services and Youth Mental Health Court Workers.



improving skills
and strategies



increasing supports



decreasing the risk
of re-offending

Connecting With Us

Youth and Family Engagement

Turning Point Youth Services provides ongoing opportunities for youth and caregivers to participate in the organization through meaningful engagement and advocacy activities. The agency strives to empower youth and their caregivers to identify and participate in issues that they deem important. Youth and their caregivers/support people are active participants in all planning meetings related to their care or treatment.

TPYS also has a Youth Engagement Core Team and Parent Advisory Committee. If you are interested in participating, please speak with your worker.

Accessing Our Services

We strive to make our services more accessible. Our offices at 95 Wellesley St. E. are conveniently located in downtown Toronto, easily accessible by public transit, and wheelchair accessible with assistance. Where necessary we may also be able to provide services in the community or by phone, and in some cases home-based services may be provided. Evening sessions and appointments can be arranged. In order to meet the linguistic needs of our clients, when required, translation and interpretation services can also be arranged. If you require communication supports, or if you require any of our information in an accessible format, please ask us.

Do You Need Information and Referral Services?

For information on how to access TPYS services, or if you need a referral, please contact our Intake Coordinator at 416-925-9250, ext. 224.

Should you require services not available through TPYS, we will work with you to facilitate referrals to other service providers.



We Value Your Feedback

Your input and feedback is very important to us. Throughout your involvement in our services we will seek your input as to what is working and what is not. You may be asked to participate in a focus group to provide us with feedback. You may be asked to fill out questionnaires that tell us if you are making progress in treatment. As you end your involvement with us we will ask you to complete a survey. We welcome your feedback at any point during your involvement with us.

ARE YOU IN CRISIS?

In the event of a crisis or emergency,
please access one of the following options:



Go to your nearest
emergency room
or call 911



Contact your
family doctor



Reach out to
a trusted adult
(parent/caregiver/teacher, etc.)
or friend

Call Kid's Help phone for advice in English and French at: 1-800-668-6868 or go to www.kidshelpphone.ca for live chat counselling (up to age 20).

If you are a parent or legal guardian concerned about your child, call the Youthdale Crisis Support team at **416-363-9990** and get immediate access to support 24 hours a day.

Emergency Shelter – Central Intake
416-338-4766 or Toll Free 1-877-338-3398

Pour les services en français:

Si vous voulez recevoir des services en français, veuillez contacter le programme, Espace Jeunesse, au 416-922-2672, extension 290.

**TURNING
POINT
YOUTH SERVICES**

TURNINGPOINT.CA

Find Us:

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Toronto, Ontario M4Y 2X9

Phone: 416-925-9250
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Charitable No: 10769 1552 RR0001